**TELLER BALANCING**

Once an SSA is done with the day’s transactions, the following steps are followed to check cash and subsequently generate the day’s cash specification. The entire process is done by the checker

1.Invoke menu CTSBCR  
2. Under function, select ADD  
3. Input the SSA’s PF number under employee ID  
4. Click on GO

The system generates the SSA’s cash specification with a list of both local and foreign currency denominations held  
5. Submit the specification generated  
6. Invoke menu CTSBCR again  
7. Select verify under function  
8. Enter the pf number of the SSA whose cash is being checked under employee id  
9. Click on GO

The system populates SSA’ specification

Click on submit

In order to retrieve or print the specification,   
10. Invoke menu PQR (can be done by either the SSA or the checker)  
11. Click on search, the system gives a list of all reports generated during the day

NB: forex and local currency specifications are generated separately  
12. Select the specifications one by one then click on download

**TELLER SHORTAGE**

in case an SSA finds out that they have less cash than what is reflected in the system, the following procedure Is followed in suspending he difference

1. Invoke menu MDWTD
2. Transaction Type – Cross currency deposit with system cash account.
3. Click Go
4. Click ADD
5. Under the A/c ID field, enter the branch teller shortage account
6. Enter the transaction Amount (the amount by which the SSA’s cash is less)
7. Input Transaction Particular- capture the SSA’s user id and date
8. Click on Save and Preview
9. Input Full Names of the person conducting the transaction and the purpose of transaction
10. Click on the denomination icon
11. Enter the denominations as per what is less in the SA’s till
12. Submit the transaction
13. Click on Accept
14. The transaction triggers a referral
15. To approve the transaction, the approver will follow the following steps
16. Invoke menu MRI
17. Click on edit
18. Click on search, the system gives a list of all pending referrals sent to the user
19. Select the referral in question then click on continue
20. Click on the transaction details icon to view more about the transaction
21. Click on cancel
22. Under referral action, select approve from the drop down
23. Enter 001 as the referral remark code
24. Submit
25. To complete the transaction, the maker will follow the following steps
26. Invoke menu MRI
27. Click on EDIT
28. Select referred by me
29. Click on search
30. Select the transaction in question then click on submit transaction

**TELLER SURPLUS**

in case an SSA finds out that they have more cash than what is reflected in the system, the following procedure Is followed in suspending he difference

1. Invoke menu MDWTD
2. Transaction Type – Cross currency deposit with system cash account.
3. Click Go
4. Click ADD
5. Under the A/c ID field, enter the branch teller surplus account
6. Enter the transaction Amount (the amount by which the SSA’s cash is more)
7. Input Transaction Particular- capture the SSA’s user id and date
8. Click on Save and Preview
9. Input Full Names of the person conducting the transaction and the purpose of transaction
10. Click on the denomination icon and enter the denominations as per what is excess in the SA’s till
11. Submit the transaction
12. Click on Accept
13. The transaction triggers a referral
14. To approve the transaction, the approver will follow the following steps
15. Invoke menu MRI
16. Click on edit
17. Click on search, the system gives a list of all pending referrals sent to the user
18. Select the referral in question then click on continue
19. Click on the transaction details icon to view more about the transaction
20. Click on cancel
21. Under referral action, select approve from the drop down
22. Enter 001 as the referral remark code
23. Submit
24. To complete the transaction, the maker will follow the following steps
25. Invoke menu MRI
26. Click on EDIT
27. Select referred by me
28. Click on search
29. Select the transaction in question then click on submit transaction

**Modifying the teller denominations via the menu MTADD**

In case an SSA finds out that they have a mismatch in physical denominations and the denominations reflected in the system, the following procedure is followed in addressing the mismatch

1. Invoke menu MTADD
2. Select modify under function
3. The teller id auto populates
4. Under currency code, enter the currency whose denominations need to be modified
5. Click on GO
6. Click on the denomination details icon
7. The system populates a table of the SSA’s denominations
8. Modify the denomination to reflect the SSA’s till
9. The total cash must not change
10. Click on save

In order to approve the amendment, the approver will follow the following steps

1. Invoke menu MTADD
2. Select verify under function
3. Input the SSA’s pf number under teller id
4. Input the currency under currency code
5. Click on the denomination details icon to view what the modified denominations
6. Click on OK then SUBMIT

**Modifying denominations via the menu MCDDPTN**

To modify the denominations captured for a single transaction, the following steps are followed by the SSA

1. Invoke menu MCDDPTN
2. Select modify under action
3. Enter the transaction id of the transaction whose denominations need to be modified
4. Click on GO
5. Modify the denominations as desired, the total transaction amount must not change
6. Click on save then submit

In order to approve the modification, the approver will follow the following steps

1. Invoke menu MCDDPTN
2. Select verify under action
3. Enter the transaction id then click o GO
4. The system displays a table of the modified denominations
5. Click on submit

**TELLER CASH SURPRISE CHECK**

The steps below are followed for a cash surprise check

1.Invoke menu CTSBCR  
2. Under function, select ADD  
3. Input the SSA’s pf number under employee id  
4. Click on GO

The system generates the SSA’s cash specification with a list of both local and foreign currency denominations held  
5. Submit the specification generated  
6. Invoke menu CTSBCR again  
7. Select verify under function  
8. Enter the pf number of the SSA whose cash is being checked under employee id  
9. Click on GO

The system populates SSA’ specification

Click on submit

In order to retrieve or print the specification,   
10. Invoke menu PQR (can be done by either the SSA or the checker)  
11. Click on search, the system gives a list of all reports generated during the day

NB: forex and local currency specifications are generated separately  
12. Select the specifications one by one then click on download

**To generate the surprise check certificate, the following steps are followed**

1. Invoke menu GCR  
2. Click on the search icon on the template description field  
3. Select certificate for surprise cash check  
4. Click on GO  
5. Fill the “report to” and “output file name” fields  
6. Click on submit  
7. Invoke menu PQR  
8. Click on search  
9. Select the certificate generated then download  
10. Print the form then fill all the details as per the requirements of the certificate

**HANDING OVER CASH**

The steps below are followed for a cash handover process

1.Invoke menu CTSBCR  
2. Under function, select ADD  
3. Input the SSA’s pf number under employee id  
4. Click on GO

The system generates the SSA’s cash specification with a list of both local and foreign currency denominations held  
5. Submit the specification generated  
6. Invoke menu CTSBCR again  
7. Select verify under function  
8. Enter the pf number of the SSA whose cash is being checked under employee id  
9. Click on GO

The system populates SSA’ specification

Click on submit

In order to retrieve or print the specification,   
10. Invoke menu PQR (can be done by either the SSA or the checker)  
11. Click on search, the system gives a list of all reports generated during the day

NB: forex and local currency specifications are generated separately  
12. Select the specifications one by one then click on download

**To generate the surprise/handover certificate, the following steps are followed**

1. Invoke menu GCR  
2. Click on the search icon on the template description field  
3. Select certificate for surprise cash check  
4. Click on GO  
5. Fill the “report to” and “output file name” fields  
6. Click on submit  
7. Invoke menu PQR  
8. Click on search  
9. Select the certificate generated then download  
10. Print the form then fill all the details as per the requirements of the certificate